

# Service Request Fulfillment Project Phase 2 – Brown Bag Session 5

Implementing Information Technology Service Management (ITSM)

April 13, 2016



## **Communication Topics**

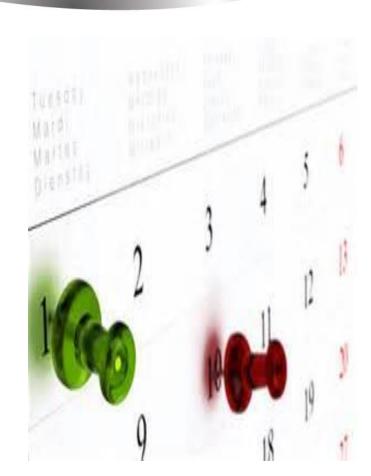
- 1. Feedback
- 2. Wave 2 Customer Onboarding
- 3. Training
- 4. Websites (iCentral/OTech)
- 5. Remedy SR Support
- 6. Questions & Answers





# **Project Milestones**

Milestone	Date
Initiation / Signed Project Charter	10/13/15
External Communications	Start 12/10/15
SRF Phase 2 Customer Kick Off	1/19/16
Customer Meetings	Start 1/28/16
Internal Training	O Start 2/18/16
Customer Training	O Start 2/25/16
Wave 1 Onboarding	Start 3/14/16
Wave 2 Onboarding	Start 5/2/16
Wave 3 Onboarding	Early June
Wave 4 Onboarding	Early July
Wave 5 Onboarding	Early August



## **Customer Onboarding Feedback**

### **Wave 1 Customer Feedback**

- The Unemployment Insurance Appeals Board is happy with the submittal process and feels that the flow is more logical than the CSS system.
- Dept. of Water Resources reported an internal issue where user ID's were not distributed to staff who didn't attend training.

## **Training Feedback**

- Would like to see more information provided on Work Orders and Tasks.
  - Fulfiller training slides have been updated to include additional information

# Wave 2 - Are you Ready?

## May 2, 2016





## Wave 2 Customer Onboarding

- Wave 2 Customer
   Onboarding begins
   May 2, 2016
- 632 CSS SRs Total for the 9 customers in 2015/16
  - 123 SRs remain in various states of non-closure
  - After rollout, no new SRs to be submitted in CSS
  - Minimal impact maintaining CSS & Remedy in parallel

#### **Wave 2 Customers**

- Correctional Health Care Services, California
- Employment Development Department
- Finance, Dept of
- Health Care Services, Dept of
- Rehabilitation, Dept of
- Social Services, Dept of
- Encinitas Union School District
- Universities & Colleges, CA State
- Community Colleges, Chancellor's Office

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# Customer Onboarding Reminders

## **Providing Service for all Wave 2 Customers**

- After customers have migrated:
  - All requests for services will come through Remedy
  - Customers will not submit Work Orders for services
    - Example Adding storage, mainframe requests, etc.
- In-Process SR's in CSS will complete their fulfillment via CSS.
- All New SR's will be submitted to and processed via Remedy.
- Customers will not submit Work Orders for services
  - Example Adding storage, mainframe requests, etc.

# Service Request Submitter/Fulfiller Training

#### **Computer Based Training Available on the SRF 2.0 Site:**

- Reports
- Search Capabilities
- "On Behalf of"
- Approval Process
- SRM System Overview

#### **Additional Computer Based Training Coming Soon:**

- How to Submit a Service Request
- How to Copy a Service Request

Additional Training Available April 20th and May 17th, 19th, 26th, 2016.

<sup>\*</sup>Available CBTs can be located using the link below: <a href="http://www.servicecatalog.otech.ca.gov/services/remedy/how-to.html">http://www.servicecatalog.otech.ca.gov/services/remedy/how-to.html</a>

## Websites

## **OTech Service Catalog**

Lower right corner under "Quick Links"

- IT Service Management (Remedy)
- ITSM Remedy "How To"
  - http://www.servicecatalog.otech.ca.gov/services/remedy/how-to.html
- Now includes available CBT's and Customer Migration Wave Info!!
- http://www.servicecatalog.otech.ca.gov

## To access Remedy through iCentral

Upper right corner of screen under "Application Shortcuts"

IT Service Management (Remedy)

http://icentral.technology.ca.gov/

### **Announcement from Otech Chief Robert Schmidt**

Under "Highlights" Section

http://www.otech.ca.gov/

# Remedy Service Request Support

## First-Level Support – Service Desk

- (1) Call 916-464-4311 or email <u>Service.Desk@state.ca.gov</u> (24/7).
- (2) Contact with the Service Desk is documented via an Incident or a Work Order.
- (3) Type of Support Provided:
  - a. Resolve Remedy Access Issues, e.g., User ID/password, Remedy URL
  - b. Navigate Remedy Service Request Management system features
  - c. Search for available Remedy Service Request types, a.k.a., SRDs
  - d. Check Approval Status of Remedy SR Approvals
  - e. General Questions on How to Process a Remedy SR
  - f. Note: The Service Desk is not authorized to submit an approval-based Remedy SR "on behalf of" internal or external customers.

# Remedy Service Request Support Model

## **Second-Level Support**

- (1) As necessary, the Service Desk will escalate a Remedy-related Incident or Work Order to the applicable support group, e.g., Remedy Support, Network Engineering, SRM Support.
- (2) Type of Support Provided by SRM Support:
  - a. Route "Other" SRD-related Work Orders
  - b. Add and monitor status of "Other" SRD-related Work Order tasks
  - c. Add or Delete SR Designated Approvers
  - d. Reassign SR Approval to a different SR Designated or Level Approver
  - e. Approval Override for an unavailable SR Designated or Level Approver
  - f. 2nd-Level Support to Service Desk for Remedy SRs

## **Next Brown Bag**

# Mid-May, 2016

Location TBD,

11:00am-Noon



# Questions

